

**GOVERNMENT OF INDIA  
CIVIL AVIATION  
LOK SABHA**

UNSTARRED QUESTION NO:6037

ANSWERED ON:06.05.2002

PASSENGER FACILITIES AT CHENNAI AIRPORT

AJAY CHAKRABORTY

**Will the Minister of CIVIL AVIATION be pleased to state:**

(a) whether the Government's attention has been drawn to news-item appearing in the Indian Express dated April 12, 2002 under caption 'At Chennai Airport, your long journey begins when you land';

(b) if so, the details of the matter reported therein; and

(c) the steps proposed to be taken, if any, to improve the state of affairs at the Airport?

**Answer**

THE MINISTER OF CIVIL AVIATION ( SHRI SYED SHAHNAWAZ HUSSAIN )

a) :- Yes, Sir.

(b) & (c) :- There is space crunch at Chennai airport due to bunching of flights which is primarily due to night curfews imposed at airports in countries East and West of India which necessitates such flights to operate during night in India. However efforts are made to see that there is no confusion or chaos. There are 12 immigration counters for departure and 10 for arrival. There are three X-ray machines and screening of baggages is fast and does not normally take more than 10 minutes in the queue for security check. 3 of 4 conveyer belts have customs X-ray machines and the baggage is screened as per requirement. All areas including visitors area have ladies and gents toilets and location is prominently indicated in three languages. Adequate pictographs/ sign boards are provided for guiding users. To improve the space shortage, Arrival hall has recently been extended. Some of the international arrivals and departures are also handled in domestic terminal. A new international departure complex is being constructed, which is likely to be commissioned by March 2003 and thereafter the International Arrival Hall will be expanded to double the capacity with improved facilities. Airport upgradation being an on-going process, continuous efforts are made by the Airports Authority of India to improve the standard of services.